

DISENROLLMENT PROCESS

Your benefits under Sutter SeniorCare PACE can be stopped if you choose to disenroll from the program, if you no longer meet the conditions for enrollment or for other reasons as outlined below. Sutter SeniorCare will continue to be responsible for your care until you have been reinstated into the traditional Medicare/Medi-Cal fee-for-service program. Sutter SeniorCare will also assist you in reinstatement in the Medicare/Medi-Cal fee-for-service program (see Reinstatement in Medicare and Medi-Cal). You will need to continue paying your usual monthly fee, if you have one, until the termination becomes effective. It can take up to 45 days to re-establish traditional fee-for-service Medicare and Medi-Cal benefits.

Voluntary Disenrollment: You can disenroll voluntarily from Sutter SeniorCare without cause at any time. If you wish to disenroll, please let your Sutter SeniorCare Social Worker know as soon as possible. Keep in mind you cannot disenroll at a Social Security Office. Your Social Worker at Sutter SeniorCare will assist you through the disenrollment process. You will need to sign a Disenrollment Form prior to the date your coverage is terminated. This form will indicate that you will no longer be entitled to services through Sutter SeniorCare after midnight of the last day of the month in which you submit the Disenrollment Record Form.

Involuntary Disenrollment: Sutter SeniorCare will do everything possible to avoid involuntary disenrollment. If we are no longer able to provide appropriate care, Sutter SeniorCare can terminate your benefits by giving you at least 30 day notice in writing.

Reasons you may be required to disenroll from Sutter SeniorCare PACE.

Sutter SeniorCare will have to disenroll you from the program if:

1. You move out of Sutter SeniorCare's service area or are out of the service area for more than 30 days without prior approval (see Section V of the Sutter SeniorCare Enrollment Agreement).

2. You choose to enroll in another Medicare or Medi-Cal pre-payment health plan or you choose an “optional benefit” such as the Medicare Hospice benefit.
3. After repeated effort by Sutter SeniorCare, you continue to refuse services or are unwilling to follow your individual plan of care or the rules for participating in Sutter SeniorCare posing a significant risk to yourself or others.
4. You fail to pay, or fail to make satisfactory arrangement to pay, any amount due to Sutter SeniorCare after the 30-day grace period (see Section XII of the Sutter SeniorCare Enrollment Agreement).
5. You do not give us true (or refuse to provide), accurate financial information on all applications, questionnaires, forms or statements that pertain to your enrollment.
6. You behave in a disruptive, unruly, abusive or uncooperative way so that the Interdisciplinary Team is unable to safely provide services to you or other participants.
7. Sutter SeniorCare loses the contracts and/or licenses enabling it to offer health care services.
8. You no longer meet the Medi-Cal nursing home level of care.

Once again, please note that disenrollment (both voluntary and involuntary) requires a minimum 30-day advance notice. The effective date to all rights to benefits will stop at midnight of the last day of the last covered month. You are required to use Sutter SeniorCare’s services until termination becomes effective.

In the event that you are hospitalized or undergoing a course of treatment at the time your disenrollment becomes effective, Sutter SeniorCare has responsibility for service provision until you are reinstated with Medi-Cal and Medicare benefits.

Reinstatement in Other Medicare and Medi-Cal Programs After Disenrollment

To facilitate your reinstatement in other Medicare and Medi-Cal programs after disenrollment, Sutter SeniorCare will do the following:

- Make appropriate referrals and ensure your medical records are made available to new providers in a timely manner

Work with the Federal and State administering agencies to reinstate you in other Medicare and Medi-Cal programs for which you are eligible.

Participant responsibilities:

Here is what Sutter SeniorCare PACE expects from you:

If you are moving out of SeniorCare's service area you must inform us (your Social Worker or nurse or the Center Manager) as soon as you are aware of the move. This will allow us to coordinate your disenrollment, including referral to needed health care providers, ensuring medical records are made available to new providers in a timely manner and ensuring continued coverage through Medicare and/or Medi-Cal.